

27th Annual Quest for Excellence - 2015- At-A-Glance

(Schedule Subject to Change)

Sunday, April 12

12:00	1:00	Workshop registration	Convention Registration
1:00	4:00	Beginner Pre-Conference Workshop Pattie Skriba, VP, Business Excellence, Advocate Good Samaritan	Essex AB
1:00	4:00	Intermediate Pre-Conference Workshop JoAnn Sternke, Superintendent; Mike Cady, Chief Academic Officer; Amy Pugh, Director of IT; Danielle Bosanec, Associate Principal, Pewaukee School District	Dover AB
6:00	7:00	Award Ceremony for the 2014 Recipients PricewaterhouseCoopers Public Sector Practice, Hill Country Memorial, St. David's Health Care, Elevations Credit Union Presided by Department of Commerce Senior Leaders and Baldrige Foundation Chair George Benson	Grand Ballroom
7:00	8:30	Celebratory Reception	Grand Ballroom Foyer

Monday, April 13

7:30	8:30	Continental Breakfast and Exhibits	Grand Ballroom Foyer
8:30	8:45	Conference Welcome and Opening Remarks Wille May, Acting Under Secretary of Commerce for Standards and Technology, Acting Director of NIST Robert Fangmeyer, Director, Baldrige Program	Grand Ballroom
8:45	10:15	Leadership Presentations Moderator: Cecilia L. Kimberlin, ASQ Board Chair Scott McIntyre, Leader PricewaterhouseCoopers PSP Jayne Pope, CEO Hill Country Memorial David Huffstutler, President & CEO St. David's Health Care Gerry Agnes. CEO Elevations Credit Union	Grand Ballroom
10:15	10:45	Networking break	Grand Ballroom Foyer
10:45	11:45	Leadership Q&A Show- Moderator- (T)- Robert Fangmeyer Scott McIntyre, Leader PricewaterhouseCoopers PSP Jayne Pope, CEO Hill Country Memorial David Huffstutler, President & CEO St. David's Health Care Gerry Agnes. CEO Elevations Credit Union	Grand Ballroom
11:45	12:00	Baldrige Foundation Remarks Al Faber, President & CEO	Grand Ballroom
12:00	1:00	Lunch	Grand Ballroom
1:00	4:30	Concurrent Sessions	Harborside Ballroom

Harborside Ballroom C

PricewaterhouseCoopers PSP

Harborside Ballroom B

Hill Country Memorial

Harborside Ballroom D

St. David's Healthcare

Harborside Ballroom A

Elevations Credit Union

Harborside Ballroom E

Former Recipients

All category presentations are repeated except those indicated with *

1:00	1:45	Strategic Planning Peter Raymond Principal/Strategy Champion Allison Carter, Director/ Baldrige Leader	Customer Focus Mark Peterson, Director Patient Experience Dawn Bourgeois, Director Wellness Center	Measurement, Analysis & Knowledge Management * John Mason, Chief Information Officer David Thomsen, Vice President Quality	Workforce Focus * Annette Matthies, CHRO Jay Champion, Chief Operating Officer	Addressing Workforce Challenges to Launch Our New Facility PRO-TEC Eric Franks Manager, Technology and QA
2:00	3:15	Customer Focus * Karen Wilson, Principal/ Customer Champion	Measurement, Analysis & Knowledge Management * Mark Jones, Chief Financial Officer	Workforce Focus Rich Lowe, Senior VP Human Resources	Operations Focus Carla Wolfe, Sr Business Analyst Pete Reicks, SVP Enterprise	Beginning the Baldrige Journey: First Steps Toward Performance Excellence Jenks Public Schools

		Rick Rodman, Principal/ Quality Champion	Mike Reno, Chief Operating Officer		Performance	Lisa Muller Assistant Superintendent, Teaching and Learning
3:15	3:45	Refreshment Break and Exhibits		Grand and Harborside Foyers		
3:45	4:30	Measurement, Analysis & Knowledge Management Carm Caruso, Finance Operations Leader Denise Lee, Knowledge Management Leader	Workforce Focus Alysha Metzger, Director Human Resources Amanda Stevens, Executive Director HCMH Foundation	Operations Focus Megan Cool, Vice President Performance Improvement David Thomsen, Vice President Quality	Strategic Planning Michael Calcote, CFO Katie Larson, Board Chair	Integration of Baldrige and ISO DM Petroleum Operations (now Fluor Federal Petroleum Ops) Ronald Schulingkamp Senior Strategic Consultant
5:00	6:00	2014 Baldrige Examiner Recognition Event		Grand Ballroom VI		
Tuesday, April 14						
7:00	8:00	Continental Breakfast and Exhibits		Grand and Harborside Foyers		
8:00	3:30	Concurrent Sessions		Harborside Ballroom		
		Harborside Ballroom C	Harborside Ballroom B	Harborside Ballroom D	Harborside Ballroom A	Harborside Ballroom E
		PricewaterhouseCoopers PSP	Hill Country Memorial	St.David's Healthcare	Elevations Credit Union	Former Recipients
8:00	8:45	Workforce Focus Christie Markezin, Human Capital Operations Leader John Hunt, Principal/ Workforce Champion	Operations Focus Emily Padula, Executive Director Integration & Outreach Jeff Darnaby, Director Performance Improvement and Materials Mgmt	Strategic Planning Robyn Eckerman Vice President Strategic Planning	Customer Focus Jay Champion, Chief Operating Officer Susan Green, VP Marketing	Leading for Innovation Pewaukee School District JoAnn Sternke, Superintendent; Mike Cady, Chief Academic Officer; Amy Pugh, Director of IT; Danielle Bosanec, Assoc. Principal
9:00	9:45	Operations Focus Don McCrory Principal/Operations Champion Sonie Kalidindi, Director/Quality Management Group Leader	Strategic Planning Debbye Dooley, Executive Director, Business Intelligence Emily Padula, Executive Director Integration & Outreach	Customer Focus Amanda Frye Vice President Physician and Provider Relations, Marketing	Measurement, Analysis & Knowledge Management Pete Reicks, SVP Steve Schmidle, SVP	The Power of Benchmarking K&N Management Allyson Young HR and Brand Director
9:45	10:15	Refreshment Break and Exhibits		Grand and Harborside Foyers		
10:15	11:00	Strategic Planning Peter Raymond, Principal/ Strategy Champion Allison Carter, Director/ Baldrige Leader	Customer Focus Mark Peterson, Director Patient Experience Dawn Bourgeois, Director Wellness Center	Workforce Focus Rich Lowe, Senior VP Human Resources	Operations Focus Carla Wolfe, Sr Business Analyst Pete Reicks, SVP Enterprise Performance	Leading from the Back Poudre Valley Health Care (now part of Univ of Colorado Health) Kevin Unger CEO, UCHHealth No Division
11:15	12:00	Measurement, Analysis Knowledge Management Carm Caruso, Finance Operations Leader Denise Lee, Knowledge Management Leader	Workforce Focus Alysha Metzger, Director Human Resources Amanda Stevens, Executive Director HCMH Foundation	Operations Focus Megan Cool, Vice President Performance Improvement David Thomsen, Vice President Quality	Strategic Planning Michael Calcote, CFO Katie Larson, Board Chair	Integrating Baldrige Into what Students Do Iredell-Statesville Schools Melanie Taylor Deputy Superintendent of Curriculum and Instruction
12:00	1:45	Lunch Harry S. Hertz Leadership Award & Keynote Dr. Katherine Gottlieb, President and CEO of Southcentral Foundation (SCF)		Grand Ballroom Grand Ballroom		

		Harborside Ballroom C	Harborside Ballroom B	Harborside Ballroom D	Harborside Ballroom A	Harborside Ballroom E
1:45	2:30	PricewaterhouseCoopers PSP	Hill Country Memorial	St. David's Healthcare	Elevations Credit Union	Former Recipients
		Workforce Focus Christie Markezin, Human Capital Operations Leader John Hunt, Principal/ Workforce Champion	Operations Focus Emily Padula, Executive Director Integration & Outreach Jeff Darnaby, Director Performance Improvement and Materials Mgmt	Strategic Planning Robyn Eckerman Vice President Strategic Planning	Customer Focus Jay Champion, Chief Operating Officer Susan Green, VP Marketing	The Ritz-Carlton Culture Ritz-Carlton Jamey Lutz Area Performance Improvement Manager
2:45	3:30	Operations Focus Don McCrory Principal/Operations Champion Sonie Kalidindi, Director/Quality Management Group Leader	Strategic Planning Debbye Dooley, Executive Director, Business Intelligence Emily Padula, Executive Director Integration & Outreach	Customer Focus Amanda McCrary Vice President Physician and Provider Relations	Measurement, Analysis & Knowledge Management Pete Reicks, SVP Steve Schmidle, SVP	Strategic Planning Southcentral Foundation Karen McIntire, Director of Organizational Development Sharon Fenn, Improvement Advisor
3:30	4:00	Refreshment Break and Exhibits		Grand and Harborview Foyers		
		Harborside Ballroom B		Harborside Ballroom D		Harborside Ballroom C
4:00	5:00	Business Town Hall		Education Town Hall		Health Care Town Hall
		<i>The Workforce of the Future</i>		<i>How to Increase the Use Of Baldrige in Education</i>		<i>Using Baldrige for Health Care Integration</i>
		Moderator: K&N Management - Allyson Young		Moderator: Richland College -Fonda Vera, Executive Dean of Planning, Research, Effectiveness and Development		Moderator: Hill Country Memorial- Debbye Dooley
		Elevations Credit Union- Annette Matthies		Pewaukee School District - JoAnn Sternke, Superintendent		St. David's Healthcare
		PricewaterhouseCoopers PSP- Peter Raymond		Jenks Public Schools -Lisa Muller		AtlantiCare - Ira Peezick, VP
		Ritz-Carlton - Jamey Lutz		Iredell-Statesville Schools -Melanie Taylor		Strategic Planning
		PRO-TEC -Eric Franks		Mont. County Public Schools - Michael Perich, Continuous Improvement Consultant		Southcentral Foundation - Sharon Fenn
						Sutter Davis Hospital -Janet Wagner former CEO
6:00	8:30	Baldrige Foundation Dinner (by reservation with the Foundation)		Waterview Ballroom		

Wednesday, April 15

7:00	8:15	Continental Breakfast and Exhibits	Grand Foyer
8:15	8:30	Opening Remarks Robert Fangmeyer, Director, Baldrige Program	Grand Ballroom
8:30	9:15	Keynote Speaker-Geoff Colvin, Senior Editor, Fortune	Grand Ballroom
9:15	9:45	Refreshment Break and Booksigning	Grand Foyer
9:45	11:15	Elements of Excellence Presentations Carla Wolfe, Senior Business Analyst, Elevations David Huffstutler, President and CEO, St. David's Healthcare Jayne E. Pope, CEO, and Dr. Robert Murry, Chairman Board Quality Committee, Hill Country Memorial John Hunt, Principal/Workforce Champion, PWC PSP	Grand Ballroom Transforming Culture The Partnership Model: Investing in Our Community Partnering with Physicians
11:15	11:45	Conference Themes and New Directions Harry Hertz, Director Emeritus, Baldrige Program Robert Fangmeyer, Director, Baldrige Program	Leveraging a Coaching Culture to Enhance Performance Grand Ballroom
11:45		Conference Adjourn	